

CURRICULUM VITAE

Maurine Khamusali Mulika

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Webuye, Kenya

Contact details: Phone number: +254726134609, Email Address: maurinemulika@gmail.com

PERSONAL DETAILS

Gender: Female

Date of Birth: 16th May 1997

Languages: English, Swahili, Luhya

Nationality: Kenyan

ID Number: 36140415

Marital status: Single

PROFESSIONAL SUMMARY

- Computer networking
- Customer care support
- Troubleshooting systems and network problems
- Installation and configuration of computer hardware and software
- Develop and maintain relationships with internal and external stakeholders.
- Oversee staff management and performance.
- Monitor customer service and satisfaction.
- Develop and implement marketing plans.
- Identify new business opportunities and develop strategies to capitalize on them.
- Coordinate events and activities.
- Ensure efficient communication and collaboration.
- Monitor trends and make recommendations for improvement.
- Prepare and submit reports to upper management.

EDUCATION BACKGROUND

2018-2021: Shamberere National Polytechnic - Diploma in ICT (Credit)

2013-2026: Matsakha Secondary school – Kenya Certificate of Secondary Education MG. C-

2005-2012: Matsakha Primary School – Kenya Certificate of Primary Education

KEY COMPETENCIES

- Strong leadership capabilities.
- Excellent organizational skills.
- Ability to analyze data and develop strategies.
- Ability to manage multiple tasks.
- Effective communicator.
- Ability to collaborate with other departments.

- Excellent problem-solving skills.
- Ability to motivate and inspire team members.

WORK EXPERIENCE

1. **Organization-** County Government of Kakamega- Lugari Sub- county office
Position held- Worked as an ICT Assistant in the ICT Department
Duration- January – April 2021
Duties and Responsibilities- Providing support to clients at the customer care desk, Monitoring and maintaining office equipment, Troubleshooting systems and diagnosing hardware and software faults and Providing computer support including procedural documentation
2. **Organization-** National Hospital Insurance Fund Kakamega office
Position held- Worked as an ICT Assistant in the ICT Department
Duration- October to December 2019
Duties and responsibilities- Network Installations and troubleshooting, setting up and configuration of computers, End user support, Providing support to clients at the customer care desk, Monitoring and maintaining office equipment, Troubleshooting systems and diagnosing hardware and software faults and Providing computer support including procedural documentation

HOBBIES

- Reading
- Research
- Travelling
- Information Systems and ICT Support Services

REFEREES

- 1) MICHAEL OLUMBE
HOD ICT DEPARTMENT
SHAMBERERE NATIONAL POLYTECHNIC
PO BOX 1316- 50100 KAKAMEGA
TEL.NO-254 739 992 223
2. MR. WILLIAM SHIVINA
I.C.T OFFICER
LUGARI SUB-COUNTY
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